

LaCAN



Louisiana CAREWare Access Network

Getting Ready for LaCAN CAREWare

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Getting Ready for LaCAN CAREWare

Requesting to Add a CAREWare User

Each provider should designate a person within their program who is responsible for coordinating new user information and software installation.

To add a new user:

1. Complete the “LaCAN Request to Add/Remove User” form. Have the new user and the user’s supervisor sign it. The form is available here:
<http://new.dhh.louisiana.gov/index.cfm/page/1147>
2. Review the “LaCAN User Confidentiality Agreement” with the new user. Have the new user and the user’s supervisor sign it. The form is available here:
<http://new.dhh.louisiana.gov/index.cfm/page/1147>
3. Have the new user complete the online LaCAN HIPAA training. Users must have a score of at least 80% to gain access to CAREWare. This score is sent automatically to LaCAN. There is not a time limit for the training. The user may complete the training multiple times to get the 80% score. You can access the training at:
<https://www.surveymonkey.com/r/?sm=zHx1EyVtMXbWhTUipnDdw%3d%3d>
4. Fax or scan & email the user’s forms (Add form and Confidentiality form) to your agency’s designated LaCAN Partner.
5. The LaCAN Partner will approve/deny the request and forward the forms to SHP. SHP will set up the user in CAREWare and contact the agency with the user’s login information.

Computer Requirements to Run CAREWare

The following hardware is required for all sites and computers accessing CAREWare:

- Minimum Hardware Requirements
 - Broadband connection
 - Color screen
 - Windows 7 operating system or higher
- Portable Computing Devices (Laptops)

CAREWare is not approved for use on laptop computers without specific approval from the Louisiana Department of Health & Hospitals’ Office of Public Health STD/HIV Program and adherence to the following requirements:

 1. The provider must submit a letter to SHP stating the following:
 - a. The laptop user has a separate signed statement indicating receipt and understanding of laptop agreement/requirements;
 - b. The laptop is docked; and
 - c. The laptop does not leave the office.
 2. The provider must verify annually that the laptop designated for CAREWare use still meets the requirements in the submitted letter.

Software That Must Be Installed for CAREWare

CAREWARE CLIENT TIER

The RW CAREWare Client Tier is a small application installed on your machine which allows you to access the RW CAREWare environment hosted for the State of Louisiana by AJ Boggs & Company. It is a relatively easy install process, but does require “Administrative Permissions” to install correctly. This part of the manual provides instructions for installing the CAREWare client tier and configuring it to access the CAREWare server.

If you have issues installing the CAREWare Client Tier please contact the external host, AJ BOGGS directly at 1-877-IXN-4IXN.

IMPORTANT INFORMATION FOR IT STAFF: CAREWare runs over port 8124 so the computer accessing the system will need to have this port open. We also recommend giving the port priority to ensure a stable connection between the client tier and the server.

A. Install CAREWare Client Tier

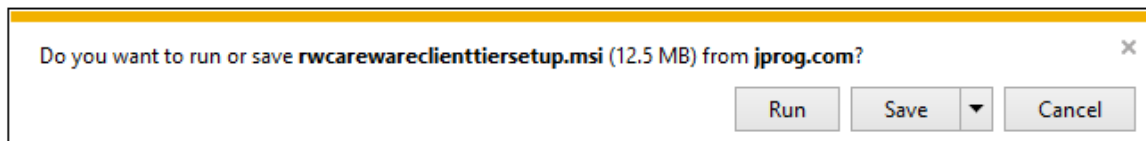
NOTE: You will need administrative rights on your computer or you will need an IT person to install the CAREWare client tier for you.

- 1) 1) Open your favorite web browser (Internet Explorer, Firefox, Google Chrome, etc)

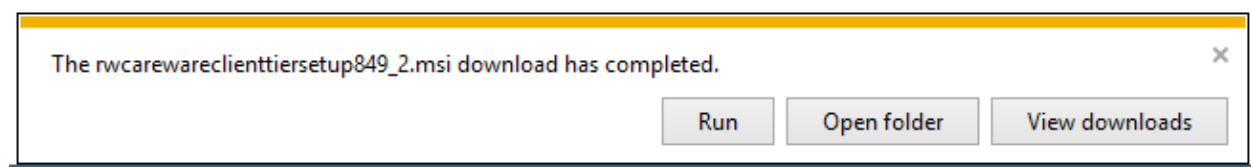
Navigate to the following web address:

<http://www.jprog.com/tools/frmwk4.5.1/Build881/RWCAREWareClientTierSetup.exe>

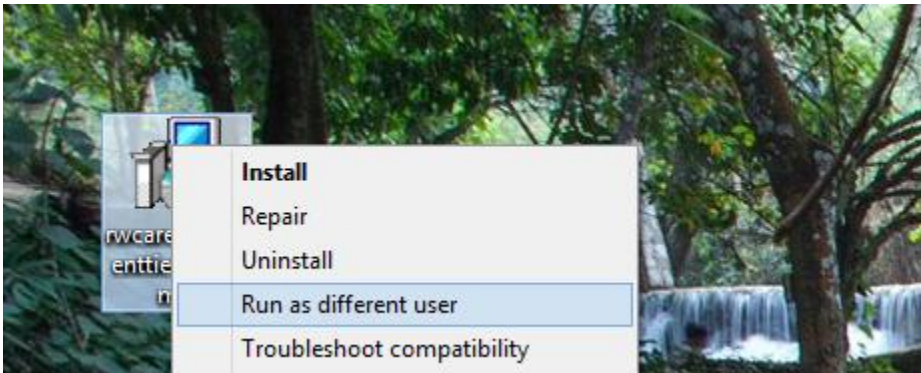
- a. Depending on the browser you use, you will be prompted in different ways to download the installer file. Here’s how it looks in Internet Explorer:



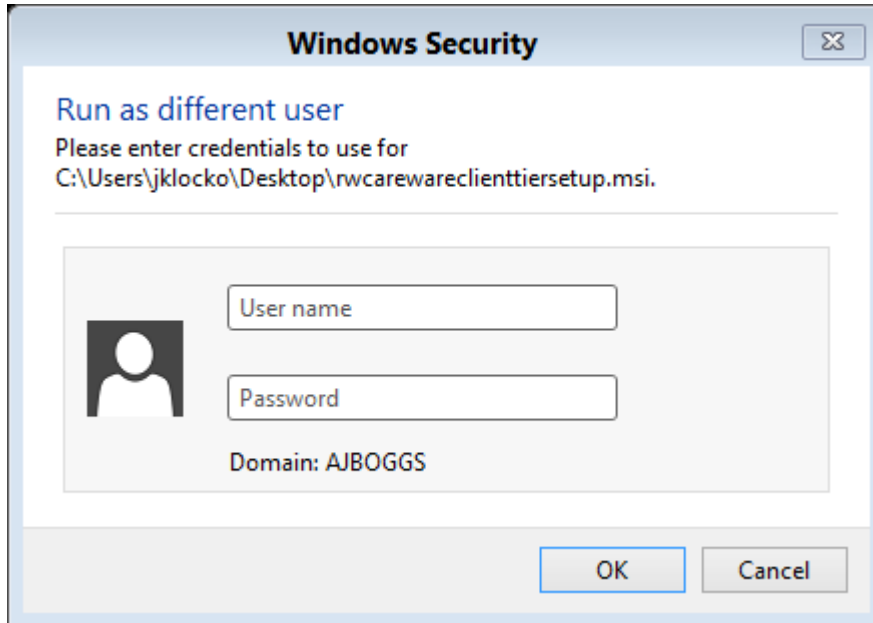
- 2) Do not click “Run.” Instead, click the drop down arrow next to “Save” and click “Save As.” A window pops up asking where you want to save the file.
- 3) Once the download completes, you can click “Open Folder,” as shown below, or navigate to the location that you saved the file. Save the file to C:\Program Files (x86)\CAREWare\RW CAREWare Client Tier\



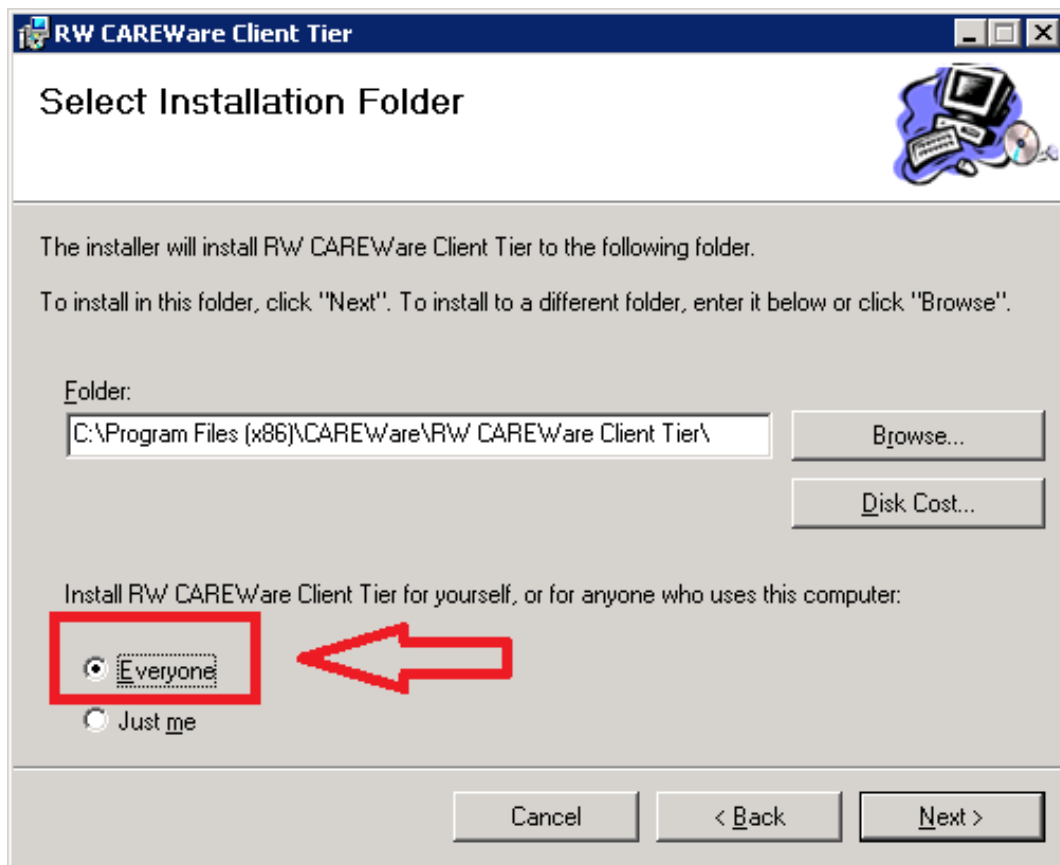
- 4) Here is where you must have administrator permissions to properly install the file. Hold the Shift key and right click on the file.
 - a. You will see a menu pop up with several options, one of which is “Run as different user.”
If you click simply “Install” and you do not have administrator permissions on your machine, the installation will not proceed properly and you will later receive a 2869 error.
- 5) Click “Run as different user,” as shown below.



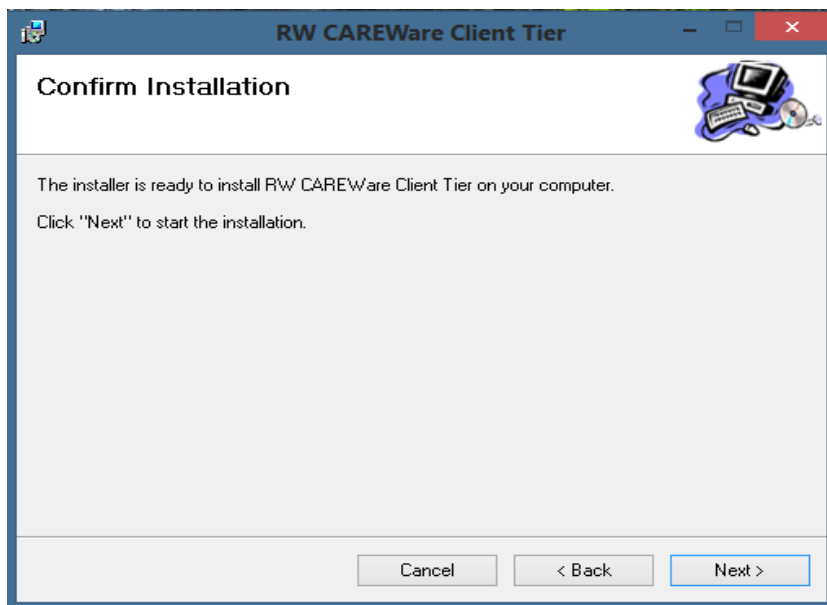
- 6) A “Windows Security” dialog box will pop up, as shown below, asking for a username and password. You must enter credentials of a user with administrative permissions in order to continue.



- 7) Once you have entered the correct credentials, the RW CAREWare Client Tier installer runs. Click Next once to get to the “Select Installation Folder” window. On this window, you must be sure to check the box for “Everyone,” as shown below, in order for the installation to continue correctly.



- 8) Click Next to continue to the next screen. You will see the "Confirm Installation" screen, as shown below. Click Next.

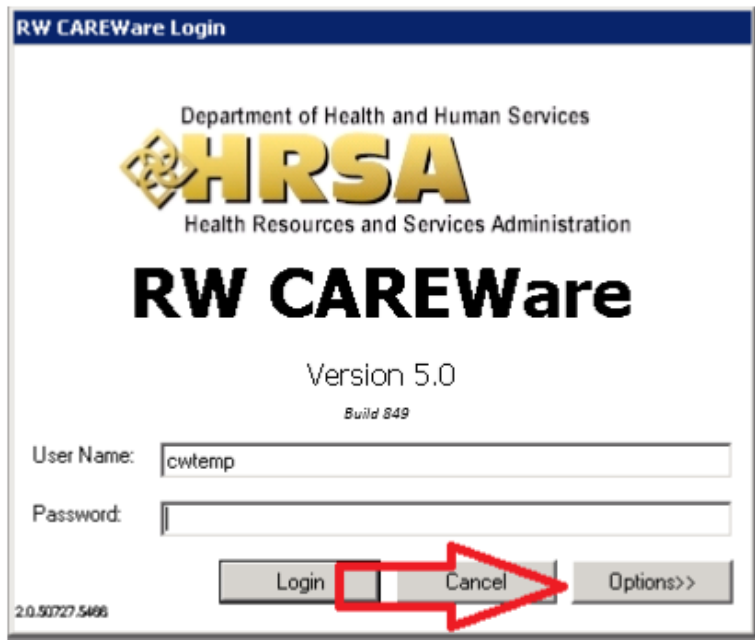


- 9) Click the "I Agree" option to agree to the License Agreement, and click Next.

- 10) The installer will install the Client Tier, and you are presented with the “Installation Complete” window. Click Close.
- 11) The RW CAREWare Client Tier is now installed, and the “Run RW CAREWare” program is now in your programs list. You can get to it through the Start Menu.

Adding the CAREWare Server

- 1) Open the CAREWare client and select **Options >>**



- 2) Click on **Server List**



- 3) Select **Add** and enter the following:
Server Name/ Address
Port Number: 8124

Server List

Server Name/Address:

Port Number:

Server Name/Address	Server Port

- 4) Click **Save**. It should look similar to the picture below (you will most likely have another entry above the one you just entered)

Server List

Server Name/Address:

Port Number:

Server Name/Address	Server Port
LACAN Server Address	8124

- 5) Click **Close** to return to the login screen
6) Select the new server you just entered from the Server pull down menu

Logging Into CAREWare

- 1) Enter the CAREWare username and password provided to you by SHP and click **Login**



The login screen for RW CAREWare Version 5.0 (Build 849). It features the HRSA logo and the text 'Department of Health and Human Services' and 'Health Resources and Services Administration'. The login fields include 'User Name' (containing 'jklocko'), 'Password', 'Server' (a dropdown menu showing 'LACAN Server Address'), and 'Port' (containing '8124'). There are buttons for 'Server List', 'Login', 'Cancel', and '<<Options'. A checkbox for 'Encrypt Communication Channel' is checked. The version and build number 'Version 5.0 Build 849' are displayed below the title.

- 2) When you have successfully logged in, the CAREWare Main Menu will appear

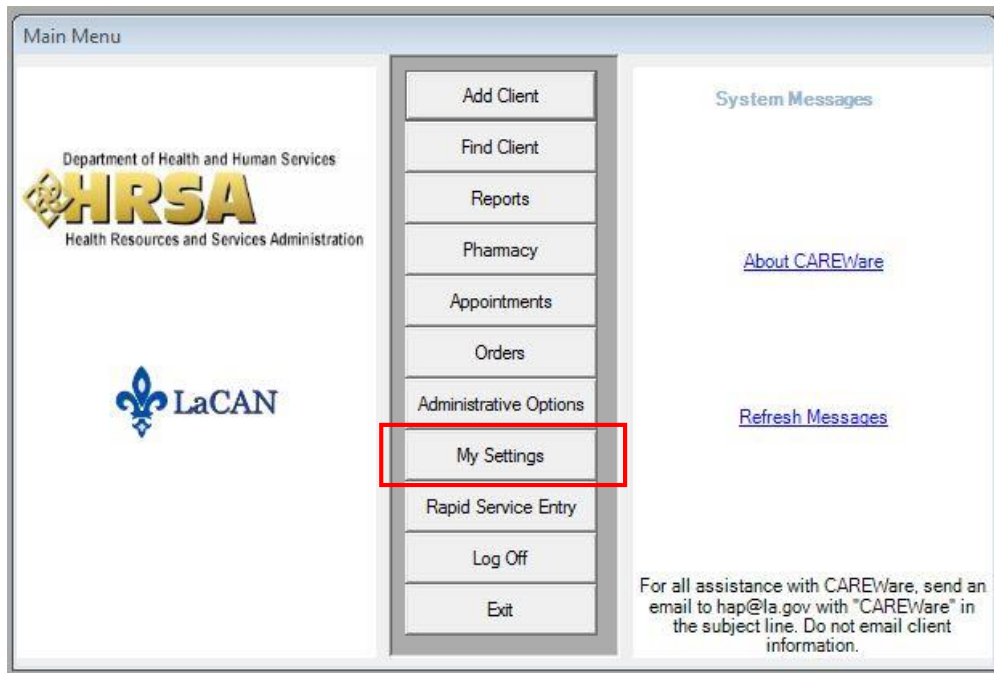


The main menu screen for RW CAREWare. It features the HRSA logo and the text 'Department of Health and Human Services' and 'Health Resources and Services Administration'. The menu includes buttons for 'Add Client', 'Find Client', 'Reports', 'Drug Inventory System', 'Appointments', 'Orders', 'Administrative Options', 'My Settings', 'Rapid Service Entry', 'Log Off', and 'Exit'. On the right, there are links for 'System Messages' (3226 Administrative alarms), 'User Messages', 'About CAREWare', and 'Refresh Messages'. A footer note states: 'For all assistance with CAREWare or Citrix, send an email to hap@la.gov with "CAREWare" in the subject line. Do not email client information.'

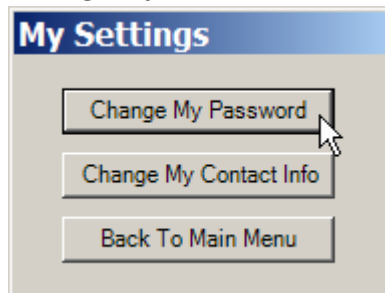
Changing Your CAREWare Password

You must change your password from the default password given to you by SHP as soon as you have logged into CAREWare for the first time. You should be automatically prompted to change your password after you initially log in, however if you are not, you must manually change your password. You must also change your password after your password has been reset by SHP.

- 1) Select My Settings from the Main Menu screen in CAREWare.



- 2) Select **Change My Password** from the My Settings screen



- 2) Enter your new password twice and select **Change Password**

The screenshot shows the 'Change My Password' window. It has two input fields: 'New Password:' and 'Repeat New Password:'. Below the 'New Password' field is a 'Change Password' button, and below the 'Repeat New Password' field is a 'Cancel' button.

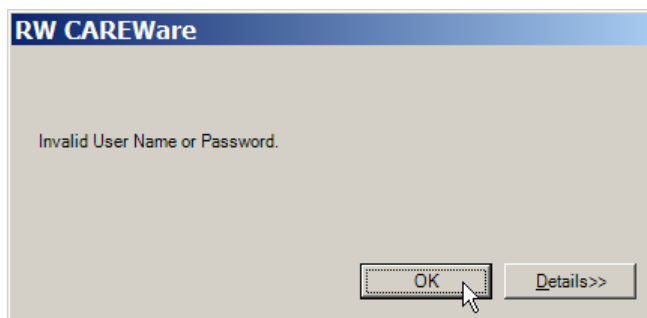
Password Guidance

Here are a few important points about passwords:

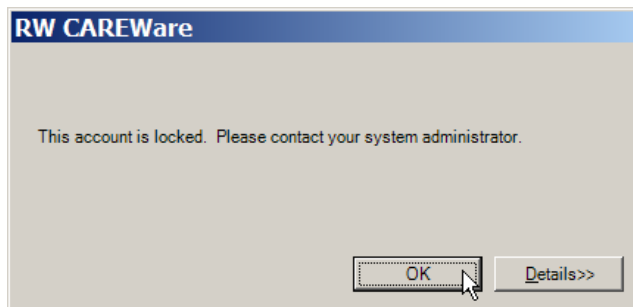
- Passwords are case sensitive, require 8 characters and must contain a minimum of 2 non-alpha characters (such as a number or symbol).
- CW will prompt users to reset their passwords every 30 days.
- **NO ONE should know your CAREWare password, including coworkers and supervisors. If someone needs access to CAREWare, they should have their own account.**
- Do not use a password that is easily guessed by anyone (e.g., your child's name or your birthdate).
- Password must be changed after the first log in after being reset to the default password.

Other Information

- Idle user account time out for the CAREWare application is 15 Minutes.
- If you cannot remember your password you will the following message:



- After three consecutive failed password entries, your account will be locked.



YOU MUST CONTACT YOUR DESIGNATED LaCAN PARTNER TO HAVE YOUR ACCOUNT UNLOCKED.

There is no penalty for forgetting your password.

Forgetting your password is preferable to having it written down or accessible to others.

Things to remember about passwords:

General Guidance for Creating a Password:

- The password **MUST** be at least 8 characters in length.
- The password **MUST** contain at least one letter and one special character.
- The password should **NOT** be the same as your username.
- The password should **NOT** contain your first or last name.

Other Important Security Points to Remember:

- Do **NOT** share your login information with others.
- Do **NOT** distribute your CAREWare username or password to others.
- Do **NOT** write your CAREWare username or password where it can be easily accessed by others.
- Do **NOT** walk away from your computer with the CAREWare browser still up.
- Do **NOT** leave your computer unattended before logging off.
- Do **NOT** close your browser or shut down your computer before logging out of CAREWare.